

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



ARIZONA CORPORATION COMMISSION



0000155368

To: Docket Control

ORIGINAL

RE: Chaparral City Water Co.

Docket No. W-02113A-13-0118

Please docket the attached 7 customer comments OPPOSING the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

AUG 15 2014

DOCKETED BY	
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AZ CORP COM
DOCKET CONTROL

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax: /

Priority: Respond Within Five Days

Opinion No. 2014 - 117715

Date: 8/15/2014

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: Philip C.

Horltd

Account Name: Philip C. Horltd

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company. Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

To Commissioners Stump, Pierce, Bitter smith, Bob Burns, and Brenda Burns Part One: We have been conned. We were told that the increase for homeowners was 18 pct. The "HO" in "HOA" stands for "Home Owners". I am looking at the July bill for our HOA. The bill has two parts - one for the fixed cost of our 2" connections to the Chaparral water line, and the other the variable cost based upon monthly usage as determined by the meter readings. The fixed costs increased from \$88/mo/connection to \$111/mo/connection. This is an increase of 26.1 pct. The variable cost increased from 2.96.kgal to 3.57/kgal. This is an increase of 20.6 pct. In addition there has been approved a "stealth" increase of over 20 pct phased into the next 5 years through the SIB approval, without new hearings. What happened to 18 pct??? We have been conned. Part Two: I just read in the Fountain Hills Times today that the commission ignored recommendations from RUCO, its own administrative law judge, and staff recommendations, and based its decisions on company interests. On behalf of the hardworking homeowners and the fixed income homeowners of the Terraces in Fountain Hills, I strongly urge the Commission to re-open the hearings and give more weight to the immediate effects upon the stressed ratepayers, the recommendations of RUCO, your own administrative law judge, and the staff, and less weight to the company interests. Respectfully, Phil Horltd Chairman, Finance Committee The Terraces at Fountain Hills
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Date Completed: 8/15/2014

Opinion No. 2014 - 117715

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117720

Date: 8/15/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Ken and Verina Creta

Account Name: Ken and Verina Creta

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

My husband is paid by commission and I am self-employed. The economy has hurt us financially and the added rate increase by the water company has made it even more difficult. I believe the rate increase is extravagant, and urge you to reconsider what this means to those of us forced to pay for it, as well as what the company truly is in need of.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed:

Opinion No. 2014 - 117720

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: ..

Fax: ..

Priority: Respond Within Five Days

Opinion No. 2014 - 117673

Date: 8/14/2014

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: First: Last:
 Vicki Berner

Account Name: Vicki Berner Home:

Street: Work:

City: Fountain Hills CBR:

State: AZ Zip: 85269 is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer is "absolutely outraged" at the approved rate increase.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I thanked customer for taking the time to let the Commissioners know her thoughts on this matter and advised her that I would enter her comments into the docket and all Commissioners would have the opportunity to review them. She thanked me for my time.

End of Comments

Date Completed: 8/14/2014

Opinion No. 2014 - 117673

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117714

Date: 8/15/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Peggy**

Purvis-Braun

Account Name: Peggy Purvis-Braun

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

Utility Company: **Chaparral City Water Company-EPCOR**

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

I would like the commission to rehear the rate increase case for Chaparral City Water Company. Your vote to give EPCOR an increase that includes questionable add-ons, against the recommendations of your administrative law judge, supports my opinion. This simple review by the commission will save legal funds and is the right thing to do.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control

End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117714

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117711

Date: 8/15/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: William Last: Schmid

Account Name: William Schmid

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer called to "express his outrage" at the approved rate increase. He feels the Commissioners "don't care about the residents in Fountain Hills".

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117711

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117712

Date: 8/15/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Andrea Last: Bell

Account Name: Andrea Bell

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85269

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer is "absolutely opposed" to the approved rate increase.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I thanked customer for the call and advised I would file her comments in the record and all Commissioners would be able to review them. Customer thanked me for my time.
End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117712

W-02113A-13-0118

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 117713

Date: 8/15/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Paul

D'Anna

Account Name: Paul D'Anna

Home:

Street:

Work:

City: Fountain Hills

CBR:

State: AZ Zip: 85268

is:

Utility Company: Chaparral City Water Company-EPCOR

Division: Water

Contact Name: Karl Wilkins

Contact Phone:

Nature of Complaint:

***** W-02113A-13-0118 *****

Customer sent the following -

I am requesting that the recent rate case for Chaparral City Water Company be reheard. The rate structure is unreasonable and leaves room for high increases and no input from outside entities. There needs to be a public hearing process for rate increases, and as such this recent ruling does not allow due process and public input to future rate increases. The SIB should be removed as this would nearly double costs for residents. Chaparral City Water Company did not manage previous budgets accordingly and did not allow funding for infrastructure upgrades. The company has to take responsibility for their needs, the cost should not be passed onto customers. Please review and rehear the rate case for Chaparral City Water Company.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control

End of Comments

Date Completed: 8/15/2014

Opinion No. 2014 - 117713